

Installation Guide (Windows)

Express5800 Series

Express Report Service (MG)

Chapter 1 General Description

Chapter 2 Installation

Chapter 3 Uninstallation

Chapter 4 Appendix

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Notations Used in This Document

Notations used in the text

In addition to safety-related symbols urging caution, 3 other types of notations are used in this document. These notations have the following meanings.

Important	Indicates critical items that must be followed when handling the operating software.
Note	Indicates items that must be confirmed when handling the operating software.
Tips	Indicates information that is helpful to keep in mind.

Abbreviations of Operating Systems

Windows Operating Systems (OS) are referred to as follows.

Notations in this document	Official names of Windows
Windows Server 2012 R2	Windows Server 2012 R2 Standard
	Windows Server 2012 R2 Datacenter
Windows Server 2012	Windows Server 2012 Standard
	Windows Server 2012 Datacenter
Windows Server 2008 R2	Windows Server 2008 R2 Standard
	Windows Server 2008 R2 Enterprise
	Windows Server 2008 R2 Datacenter
Windows Server 2008	Windows Server 2008 Standard
	Windows Server 2008 Enterprise
	Windows Server 2008 Datacenter
	Windows Server 2008 Foundation
	Windows Server 2008 Standard 32-bit
	Windows Server 2008 Enterprise 32-bit
	Windows Server 2008 Datacenter 32-bit
Windows 8.1	Windows 8.1 Pro 64-bit Edition
	Windows 8.1 Pro 32-bit Edition
	Windows 8.1 Enterprise 64-bit Edition
	Windows 8.1 Enterprise 32-bit Edition
Windows 8	Windows 8 Pro 64-bit Edition
	Windows 8 Pro 32-bit Edition
	Windows 8 Enterprise 64-bit Edition
	Windows 8 Enterprise 32-bit Edition
Windows 7	Windows 7 Professional 64-bit Edition
	Windows 7 Professional 32-bit Edition
	Windows 7 Enterprise 64-bit Edition
	Windows 7 Enterprise 32-bit Edition
	Windows 7 Ultimate 64-bit Edition
	Windows 7 Ultimate 32-bit Edition

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Latest editions

This document was created based on the information available at the time of its creation. The screen images, messages and procedures are subject to change without notice. Substitute as appropriate when content has been modified.

General Description

This chapter explains Express Report Service (MG).

1. Introduction

2. System Requirements

Describes about the need environment of Express Report Service (MG).

1. Introduction

Read this document so as to gain an adequate understanding of the contents.

The contents in this document are intended for users who fully understand features and operations of OS related to this utility. OS, or if there is any unclear point, see Windows online help.

This section explains necessary setup procedure to introduce Express Report Service (MG).

Make sure to read through it before you use Express Report Service (MG).

Registration to Express Report Service (MG) allows you to report automatically to Support Center on failure information (includes preventive maintenance information), and that can be sent via E-mail or modem or HTTPS. This service permits you to detect system troubles in advance and to maintain the computer promptly in case of trouble.

Generally Express Report Service operates in conjunction with NEC ESMPRO Agent or NEC ESMPRO ServerAgentService. For this reason, NEC ESMPRO Agent or NEC ESMPRO ServerAgentService is indispensable to use the service, but if your server corresponds to a model to which NEC ESMPRO Agent or NEC ESMPRO ServerAgentService is not applicable, install Report Service (MG) to NEC ESMPRO Manager.

- The contract of hardware maintenance service for this computer or Express Report Service.

For details of the contract, contact your dealer.

- When starting Express Report Service (MG).

"Opening Key File", containing contract information, must be applied to the target server.

"Opening Key File" is provided by Support Center upon our Opening preparation.

Concerning file presentation and file application, we offer you two methods of delivery as follows:

- Download via network

If you sign up Express Report Service (MG) for NEC Support Pack entry site or Customer entry site, you can download the "Opening Key File" after our preparation is done, following after your application.

- Opening CD (or Opening FD)

If you sign up Express Report Service (MG) with an application form or a contract document enclosed with the product, we first look at your application. When our preparation of Opening is done, "Opening CD (or Opening FD)" with "Opening Key File" is sent from Support Center.

Wait for a while after it follows a procedure for application.

2. System Requirements

Express Report Service (MG) requires the following hardware and software:

1) Hardware

- Memory 18.0 MB or more
- Free hard disk drive space 30.0 MB or more
- Modem (via Dial-up)

In regard to support modem, contact Support Center for details.

- Mail Server (via Internet mail)

SMTP is used as a protocol.

2) Software

- NEC ESMPRO Manager
- NEC ESMPRO Manager-supported OS

Express Report Service (MG)

2

Installation

This chapter explains installation of Express Report Service (MG).

1. Installation

Describes about installation procedure of Express Report Service (MG).

2. Opening Tool

Describes about setting of installed Express Report Service (MG).

1. Installation

Express Report Service (MG) must be installed after the installation of NEC ESMPRO Manager.

Start installing after the system starts completely.

If installation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.

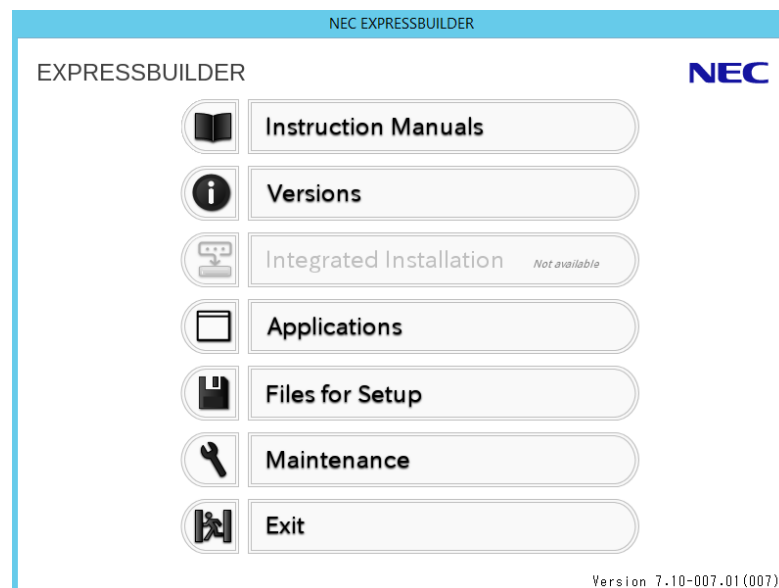
2. Insert EXPRESSBUILDER into Optical disk drive.

EXPRESSBUILDER Autorun Menu is automatically displayed by Autorun function.

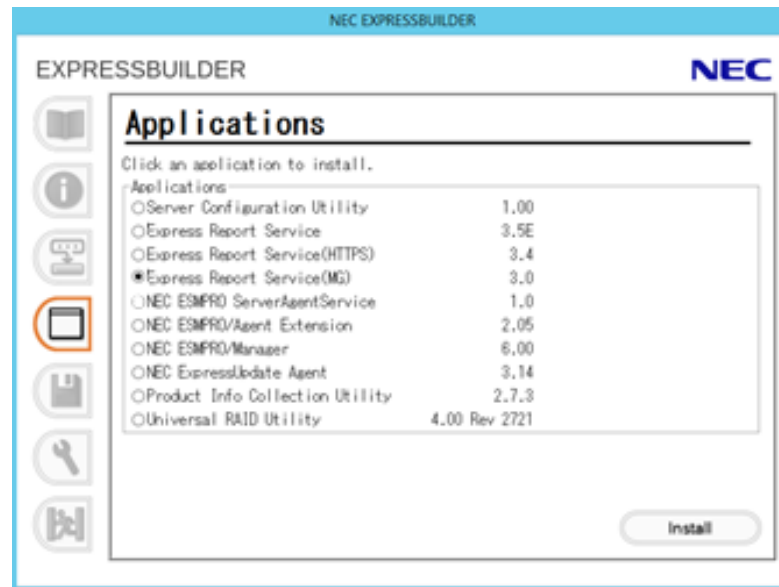
Tips

If Autorun Menu does not launch, double-click ¥autorun¥dispatcher_64.exe from EXPRESSBUILDER. (32-bit : dispatcher.exe)

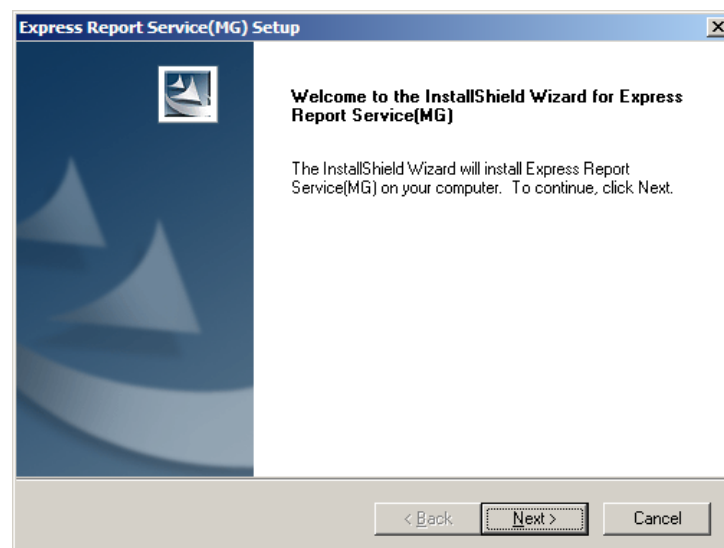
3. Click [Applications].



- Click [Express Report Service (MG)] and then [Install].



- Click [Next].



- When installation end window appears, click [OK].

The installation completed.

Installed Express Report Service (MG) becomes enabled after a restart of OS.

Tips

Just a completion of setup does not get Express Report Service operative.
This must be followed by "Opening " with Opening Tool.

2. Opening Tool

Express Report Service (MG) comes into operative through "Opening " after installation of Express Report Service (MG).

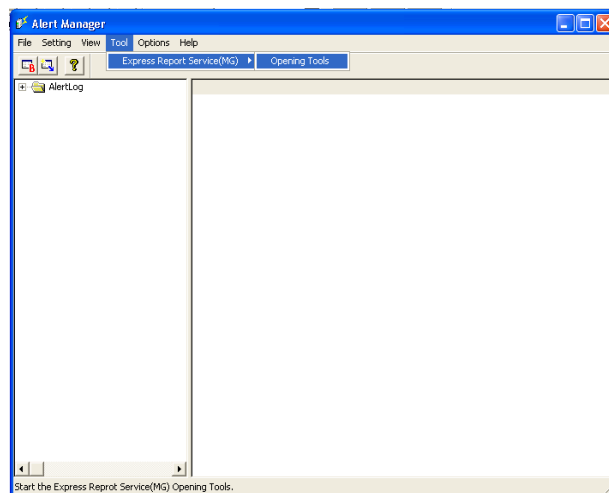
"Opening" Start from Report Setting Tool or NEC ESMPRO Manager (Ver. 6.00 or later).

2.1 Report Setting Tool

2.1.1 Opening report

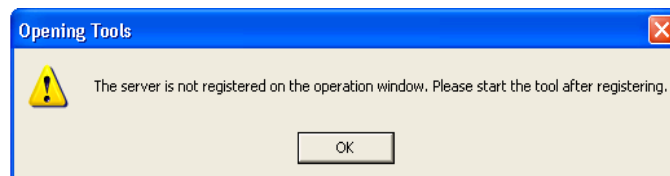
1. Click [Start] menu - [Report Settings].

Report Setting Tool starts.

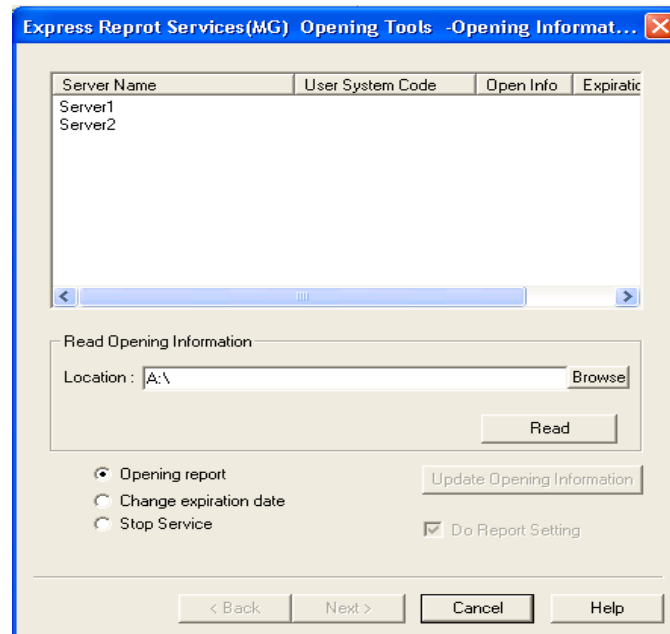


2. Click [Tool] - [Express Report Service (MG)] - [Opening Tool].

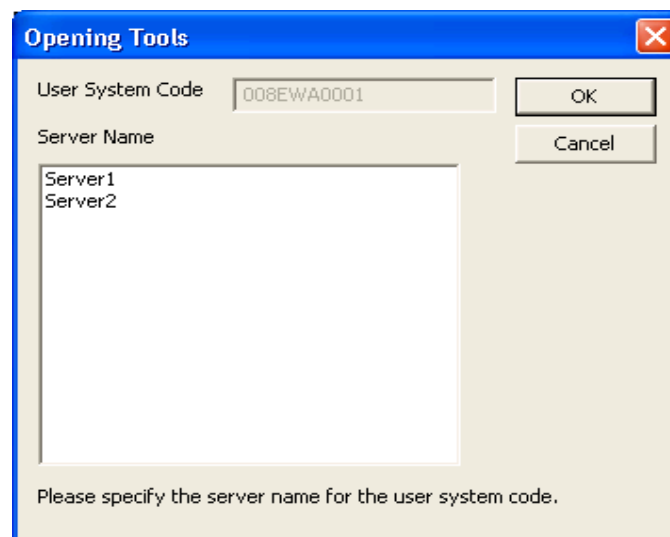
Express Report Service (MG) Opening Tool starts. When no server is registered on operation window, following message is displayed. Opening Tool does not start.



3. Setup Report Opening CD (or FD) in an appropriate drive, and enter a drive name in "Location ", then click [Read].



When Report Opening CD (or FD) is read properly, following window is displayed.



Select a server name which corresponds to User System Code, then click [OK].

Tips | User System Code is allocated to a server. Select correct one.

When you want to change the notification method to Opening report after, check the "Do Report Setting", perform the following steps.

4. To modify content of Opening Information, click [Update Opening Information].

If you do not need to do it, skip this procedure and go onto next procedure.

5. Select [Opening file] and click [Next].

The screenshot shows a Windows-style dialog box titled "Express Reprot Services(MG) Opening Tools -Select Report-". Inside the dialog, there is a section titled "Select a report method" containing three radio button options: "Internet Mail" (which is selected), "Dial-up", and "HTTPS". Below this section is a checked checkbox labeled "Suppress". Underneath the checkbox is a section titled "Suppress Interval" which contains the text "Suppress a report of the same event for" followed by a text input field containing the number "60" and a spinner control, and then the word "minutes.". At the bottom of the dialog, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

6. Select a report method and click [Next].

Window differs according to access. Specify necessary information in an appropriate window.

[Internet Mail]

The screenshot shows the 'Internet Mail Setting' window. It contains the following fields and controls:

- To :**
- Subject :**
- Mail Server(SMTP) :**
- E-mail Address :**
- SMTP Port Number :**
- ☒ **Send Date: field**
- Encode:**

At the bottom, there are four buttons:

The screenshot shows the 'Internet Mail Options' window. It contains the following sections and controls:

- ☒ **SMTP Authentication**
 - Account Name:**
 - Password:**
 - Auth-Method:** ☒ CRAM-MD5 ☒ LOGIN ☒ PLAIN
- ☒ **POP Before SMTP Authentication**
 - Mail Server(POP) :**
 - Account Name :**
 - Password :**
 - POP Port Number :**
 - Wait Time :** seconds
- ☐ **Use Remote Access Service**
 - Entries to Use :**
 - User :**
 - Password :**

At the bottom right, there is a

[Dial-up]

Express Reprot Services(MG) Opening Tools -Dial-up Setting-

Base Setting

Primary Phone Number : 012-345-6789

Secondary Phone Number :

Serial Port : COM1

Dial Mode : ☒ Pulse ☐ Tone

Re-dial Interval : 60 seconds

☐ The port is shared by the remote access service

Report Comment

(1) :

(2) :

(3) :

(4) :

Test Report

< Back Next > Cancel Help

[HTTPS]

Express Reprot Services(MG) Opening Tools -HTTPS Setting-

Destination

If you want to change the destination,
please change the destination definition file
and then read it.

Read Destination

Proxy Server Setting

☒ Donot Use Proxy Server

☐ Using the Given Proxy Server

Address Port

Primary

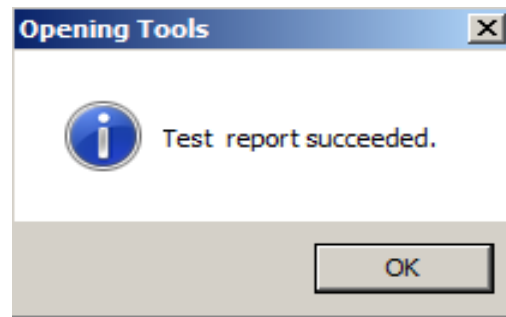
Test(1st)

Secondary

Test(2nd)

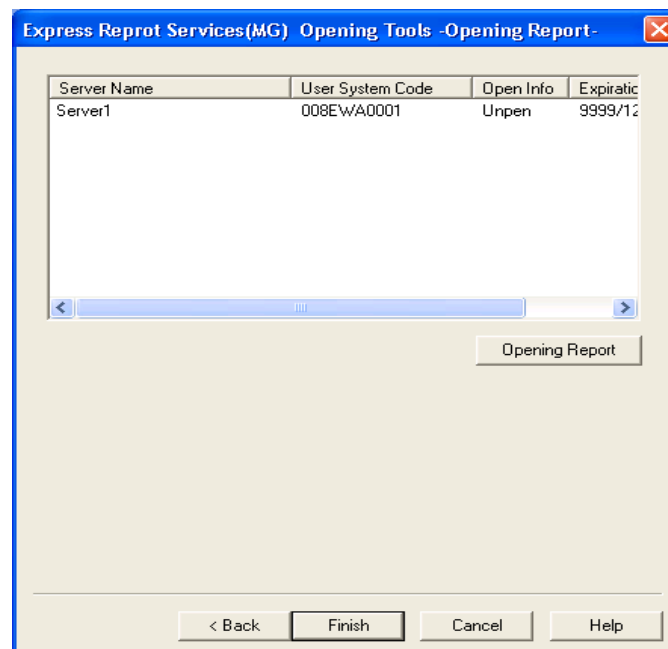
< Back Next > Cancel Help

7. Click [Test report].



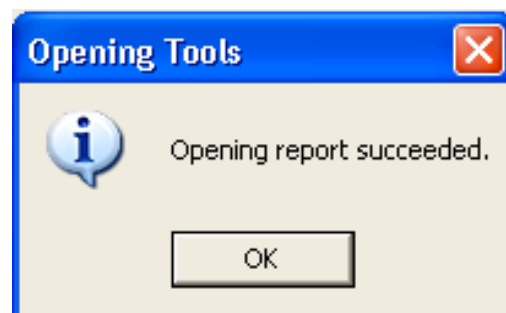
8. Click [Next].

Opening report screen is displayed.



9. Click [Opening report].

When Opening report is done properly, following window is displayed.



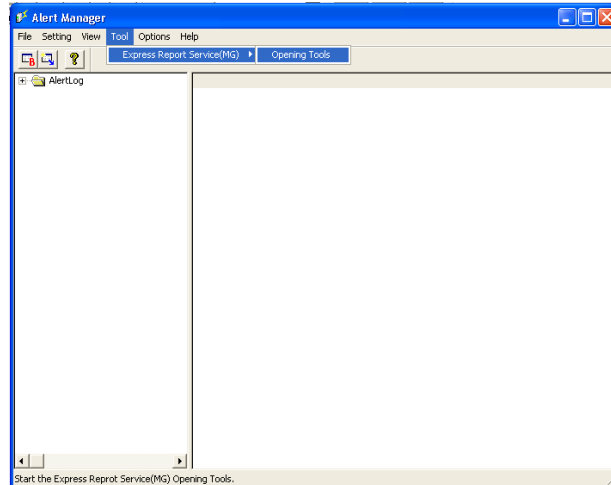
10. Click [Finish] to end Opening Tool.

2.1.2 To Stop service

To disable Express Report Service (MG), stop service.

1. Click [Start] menu - [Report Settings].

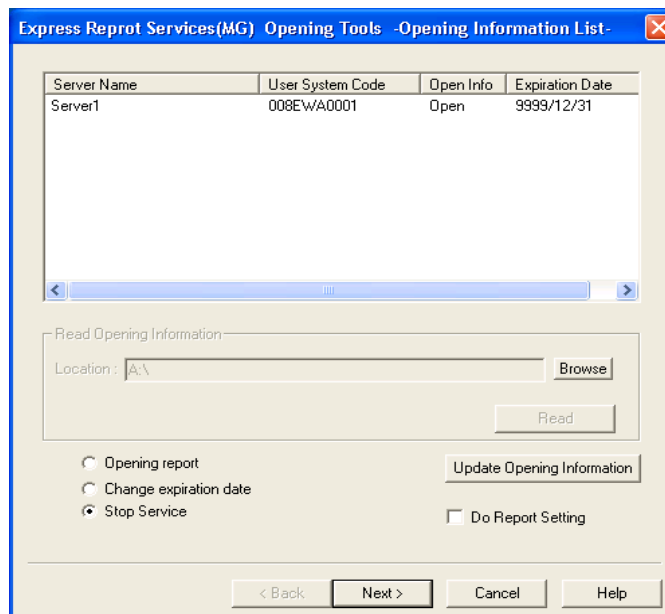
Report Setting Tool starts.



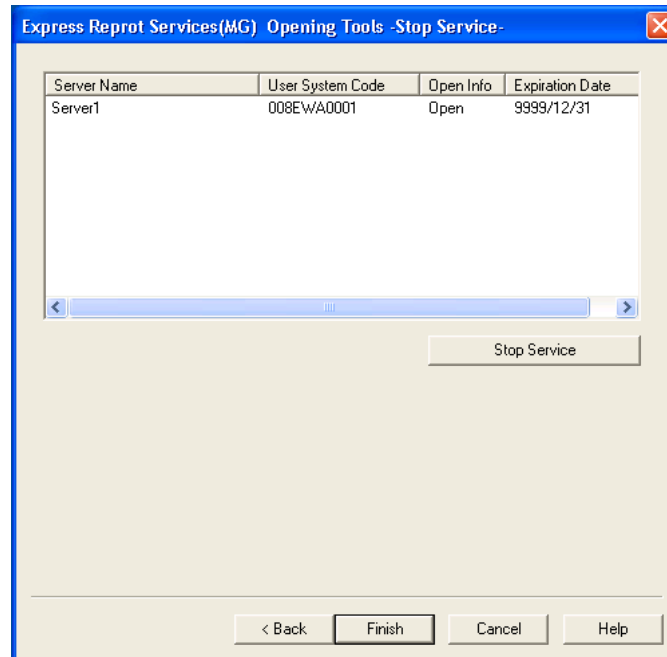
2. Click [Tool] - [Express Report Service (MG)] - [Opening Tool].

Express Report Service Opening Tool starts.

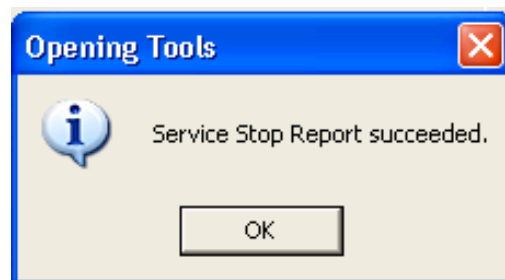
3. Click [Stop Service] and click [Next].



4. Click [Stop Service]



When Service Stop Report is done properly, following window is displayed.



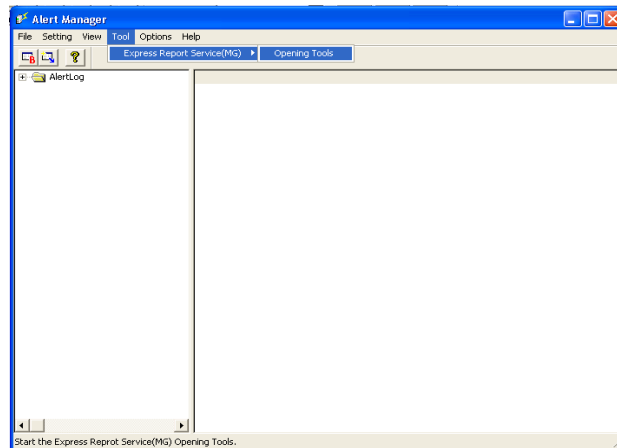
5. Click [Finish] to end Opening Tool.

2.1.3 Change of expiration data

When term of Express Report Service (MG) expired, change expiration date, and to do that, an extension of Express Report Service (MG) contract is required.

1. Click [Start] menu - [Report Settings].

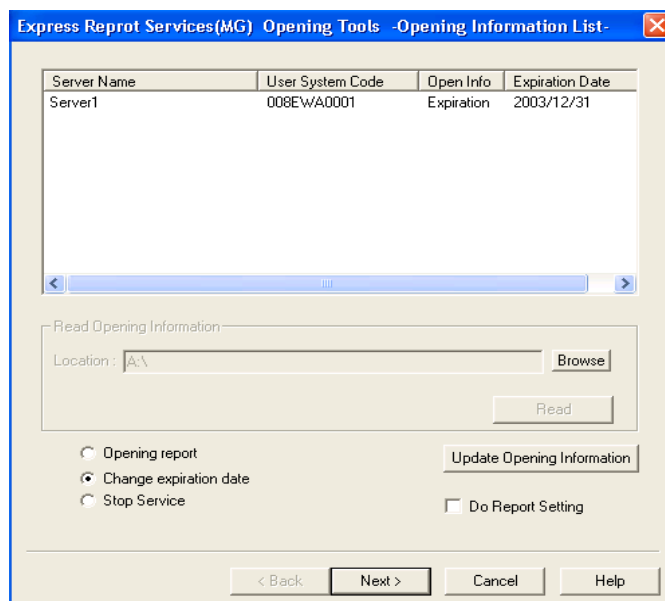
Report Setting Tool starts.



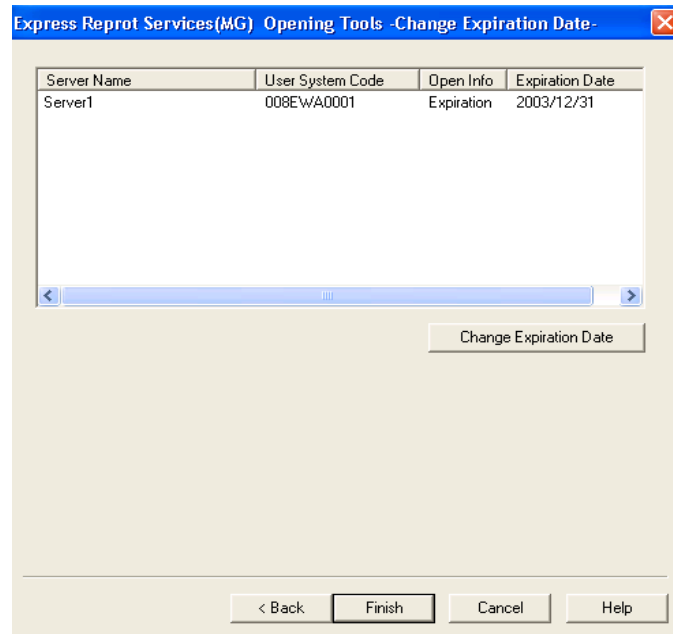
2. Click [Opening Tool] or select [Tool] - [Express Report Service (MG)] - [Opening Tool].

Express Report Service Opening Tool starts.

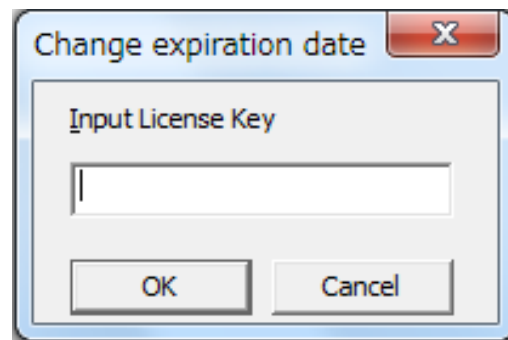
3. Select [Change expiration date] and then click [Next].



- Click [Change Expiration date].



To enter License Key, following window is displayed.



License Key is available by extension of Express Report Service contract.

- Click [Finish] to end Opening Tool.

2.1.4 Setting for receiving information

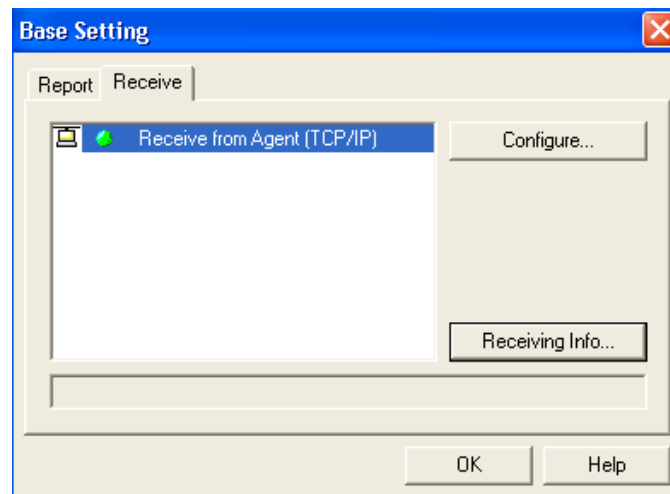
In regard to receiving information, follow setting procedure below described.

- 1) Start [Setting for receiving information] tool
- 2) Setting for storage place of receiving information
- 3) Read-in of receiving information
- 4) Entry operation
- 5) Delete operation
- 6) Close

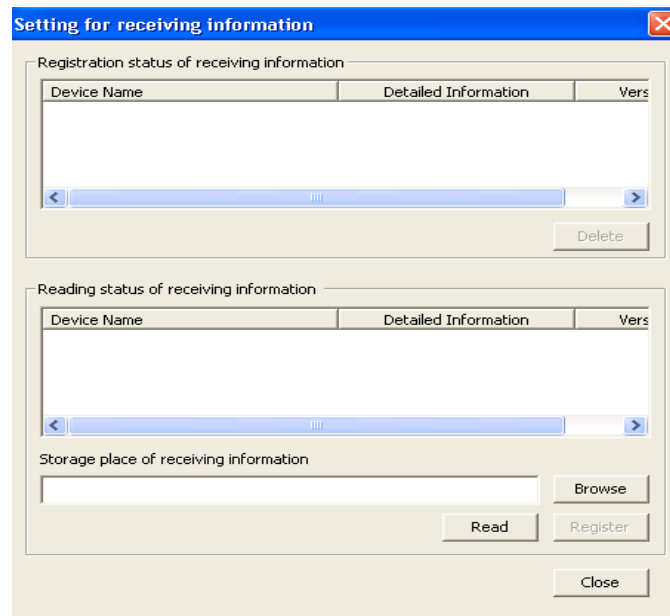
◆ Start [Setting for receiving information] tool

To start [Setting for receiving information] tool, refer to following procedure.

1. Click [Start] menu - [Report Settings].
Report Setting Tool starts.
2. Click [Tool] - [Report Settings], and then click [Setting] - [Base Setting].
[Receive] is displayed.



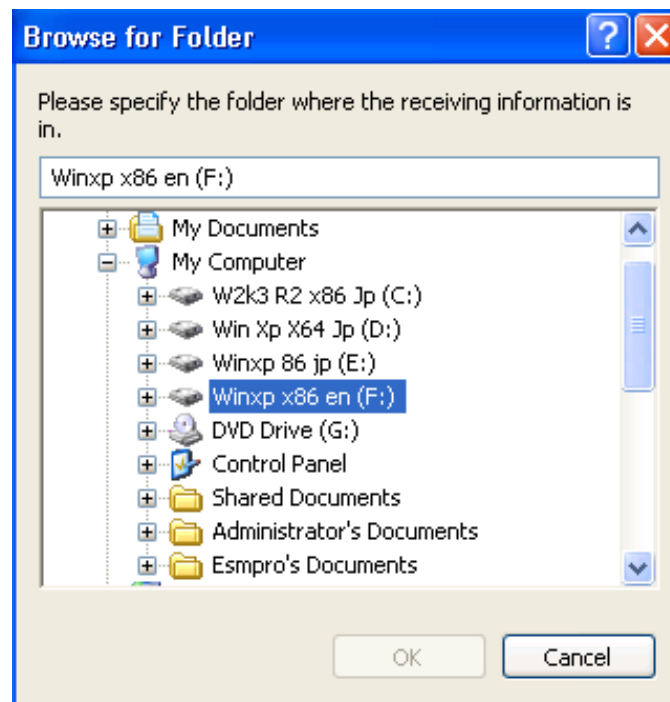
3. Click [Receiving info...] to start receiving information setting tool.



◆ Setting for storage place of receiving information

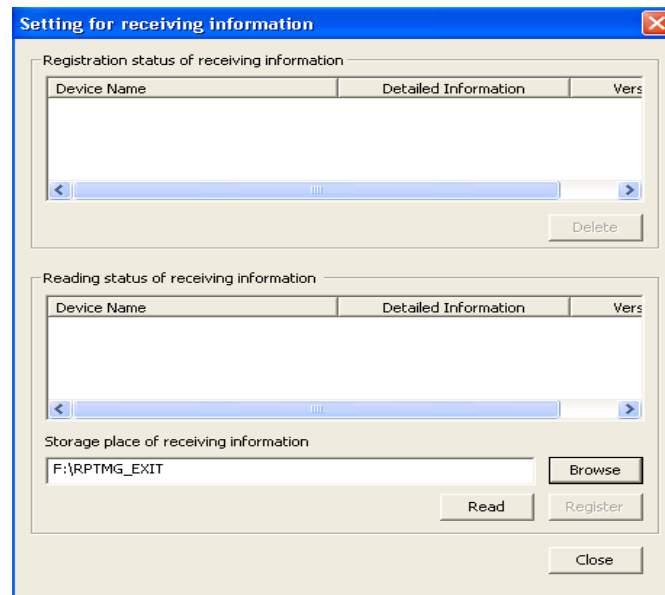
1. Enter a storage place directly into [storage place of receiving information] or Click [Browse] on [Setting for receiving information] screen.

When clicked [Browse], following window [Browse for Folder] is displayed.



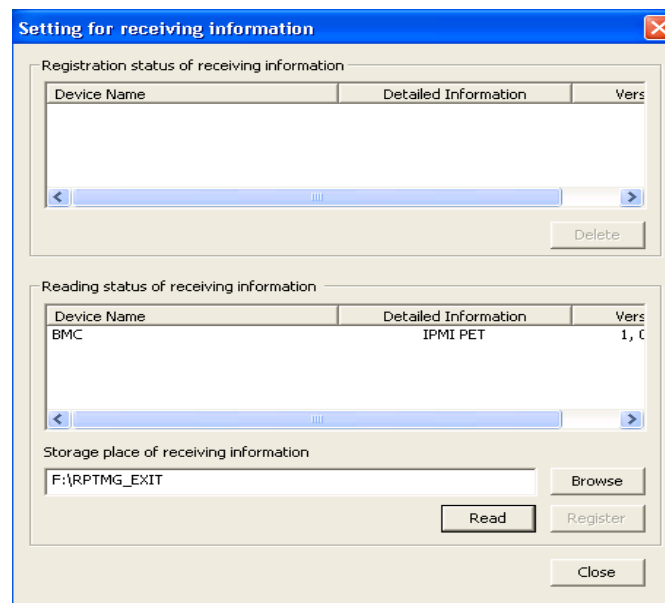
2. Specify folder where receiving information is, and then click [OK].

Specified location for [storage place of receiving information] is displayed as following window.



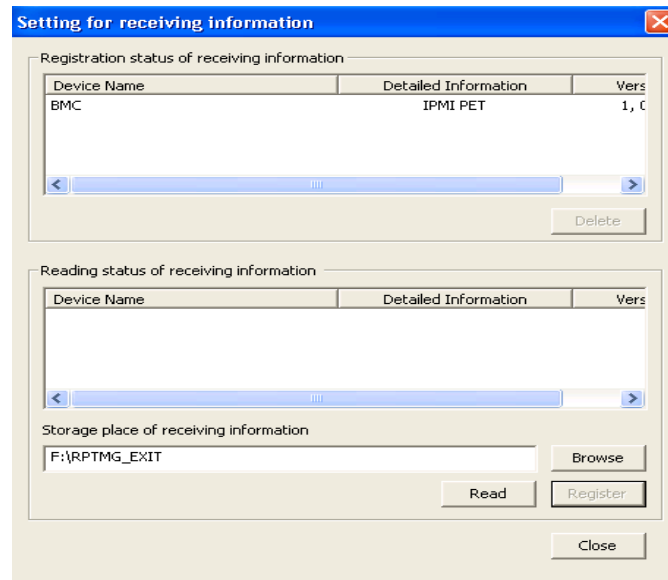
◆ Read-in of receiving information

When clicked [Read], receiving information is read in from [storage place of receiving information]. Information is displayed on [Registration status of receiving information] window. When no information is indicated in [storage place of receiving information] (i.e. registerable information does not exist), nothing is shown in window.



◆ Entry operation

Go over indicated items in [Reading status of receiving information]. Select ones that need registering, and next click [Register] for registration. When registration is completed, window display changes as below.



◆ Delete operation

Select an item shown in [Registration status of receiving information] and click [Delete] to remove it.

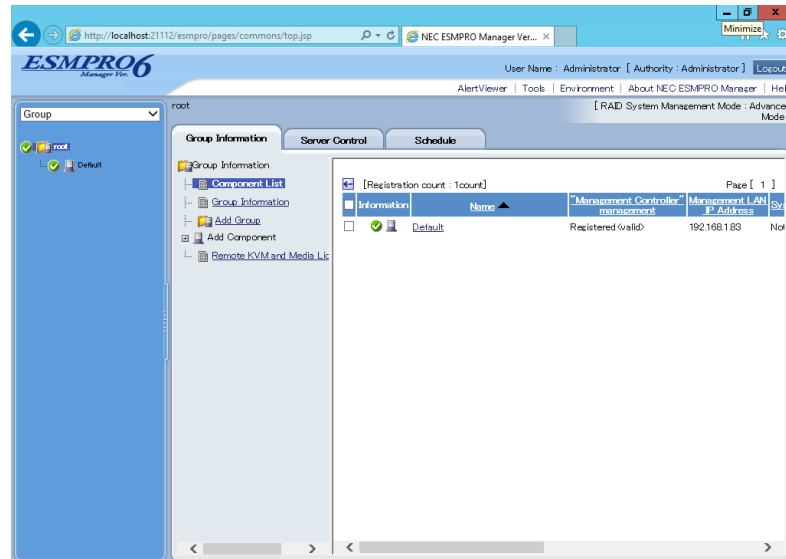
◆ Close

When clicked [Close], [Setting for receiving information] tool ends.

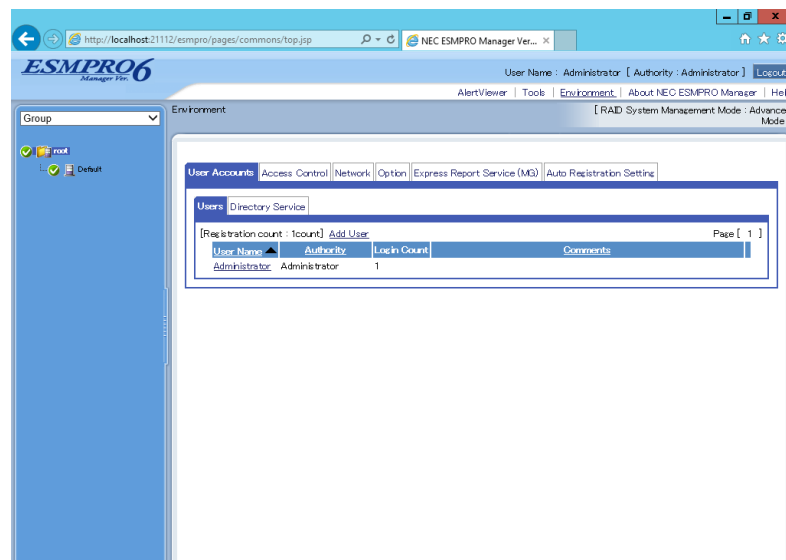
2.2 NEC ESMPRO Manager (Ver. 6.00 or later)

2.2.1 Opening report

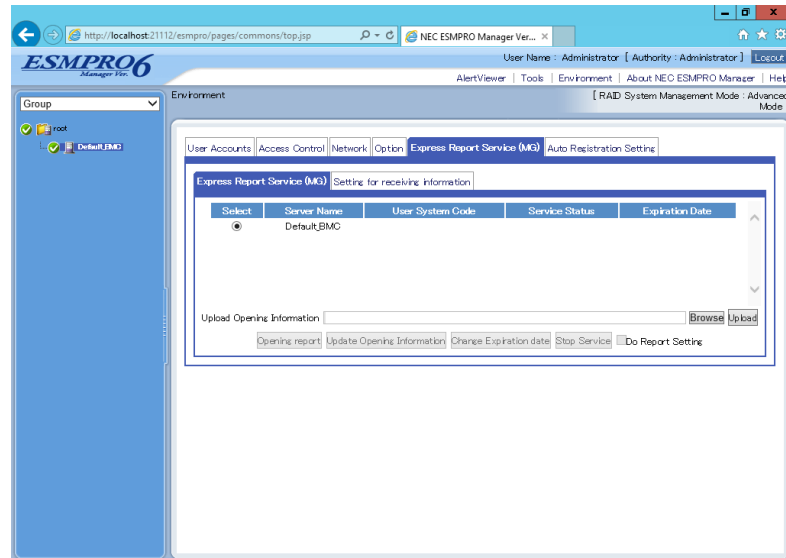
1. Sign-in (Log on) to NEC ESMPRO Manager.



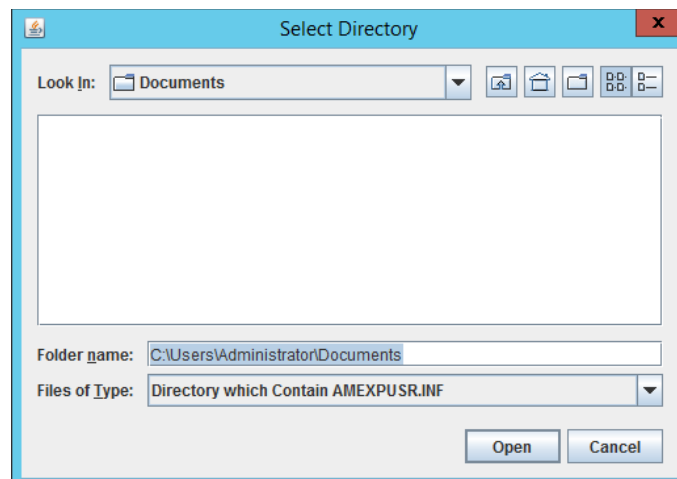
2. Click [Environment].



3. Click [Express Report Service (MG)].

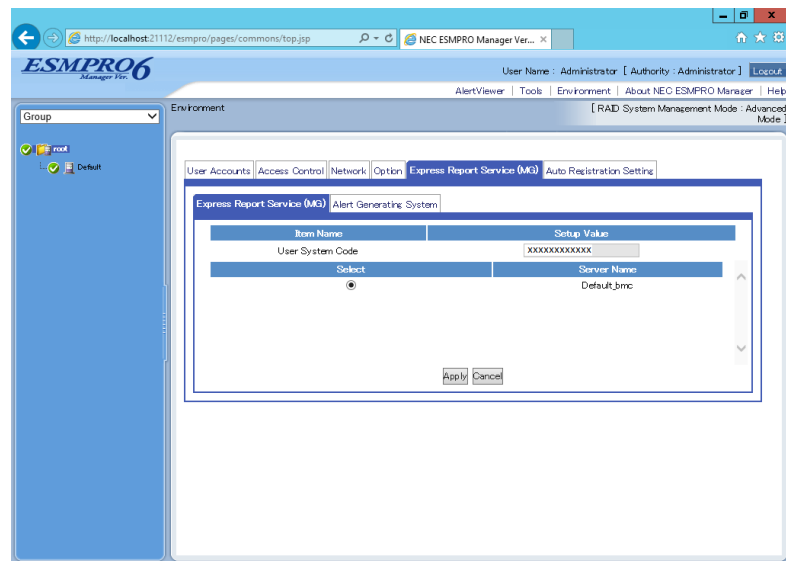


4. Setup Report Opening CD (or FD) in an appropriate drive, and enter a drive name in "Location ", then click [Browse].



5. Click [Upload].

When Report Opening CD (or FD) is read properly, following window is displayed.



6. Select a server name which corresponds to User System Code, then click [OK].

Tips

User System Code is allocated to a server. Select correct one.

When you want to change the notification method to Opening report after, check the "Do Report Setting", perform the following steps.

7. To modify content of Opening Information, click [Update Opening Information].

If you do not need to do it, skip this procedure and go onto next procedure.

8. Click [Opening report].

9. Select a report method.

Window differs according to access. Specify necessary information in an appropriate window.

[Internet Mail]

The screenshot shows the NEC ESMPro Manager web interface. The browser address bar displays `http://localhost:21112/esmpro/pages/commons/top.jsp`. The page title is "Express Report Service (MG)". The left sidebar shows a "Group" dropdown menu with "root" and "DefaultBMD" options. The main content area is titled "Express Report Service (MG) Setting for receiving information". It contains a table with "Item Name" and "Setup Value" columns. The "Select Report sending method" is set to "Internet-Mail". The "Suppress Alerts" checkbox is checked. The "Suppress Time Interval" is set to 60 minutes. The "Base Setting" section includes fields for "To" (express@fielding.nec.co.jp), "Subject" (Express Alert Notification), "Mail Server(SMTP)" (mail.server.com), "E-Mail Address" (abc@mail.server.com), and "SMTP Port Number" (25). The "Send Date: Field" checkbox is unchecked. The "Encode" dropdown is set to "UUEncode". The "SMTP Authentication" checkbox is checked. The "POP Before SMTP Authentication" checkbox is unchecked. The "Use Remote Access Service" checkbox is unchecked. At the bottom, there are "Test Report", "Apply", and "Cancel" buttons.

The screenshot shows the NEC ESMPro Manager web interface. The browser address bar displays `http://localhost:21112/esmpro/pages/commons/top.jsp`. The page title is "Express Report Service (MG)". The left sidebar shows a "Group" dropdown menu with "root" and "DefaultBMD" options. The main content area is titled "Express Report Service (MG) Setting for receiving information". It contains a table with "Item Name" and "Setup Value" columns. The "Select Report sending method" is set to "Internet-Mail". The "Suppress Alerts" checkbox is checked. The "Suppress Time Interval" is set to 60 minutes. The "Base Setting" section includes fields for "To" (express@fielding.nec.co.jp), "Subject" (Express Alert Notification), "Mail Server(SMTP)" (mail.server.com), "E-Mail Address" (abc@mail.server.com), and "SMTP Port Number" (25). The "Send Date: Field" checkbox is unchecked. The "Encode" dropdown is set to "UUEncode". The "SMTP Authentication" checkbox is checked. The "POP Before SMTP Authentication" checkbox is checked. The "Use Remote Access Service" checkbox is unchecked. At the bottom, there are "Test Report", "Apply", and "Cancel" buttons.

[Dial-up]

The screenshot shows the NEC ESMPRO Manager Ver. 6.0 interface. The browser address bar displays 'http://localhost:21112/esmpro/pages/commons/top.jsp'. The user is logged in as 'Administrator'. The left sidebar shows a tree view with 'root' and 'Default.BMC'. The main content area is titled 'Environment' and contains a tabbed interface with 'Express Report Service (MG)' selected. The sub-tab is 'Setting for receiving information'. The form includes the following fields:

Item Name	Setup Value
Select Report sending method	☐ Internet-Mail ☒ Dial-up ☐ HTTPS
☒ Suppress Alerts	
Suppress Time Interval [required]	60 minutes
Base Setting	
Primary Phone Number [required]	012-345-6789
Secondary Phone Number	
Serial Port	
Dial Mode	☒ Pulse ☐ Tone
Rendal Interval [required]	60
The Port is shared by the remote access service	☐
Report Comment	
Comment 1	
Comment 2	
Comment 3	
Comment 4	

Buttons at the bottom: Test Report, Apply, Cancel.

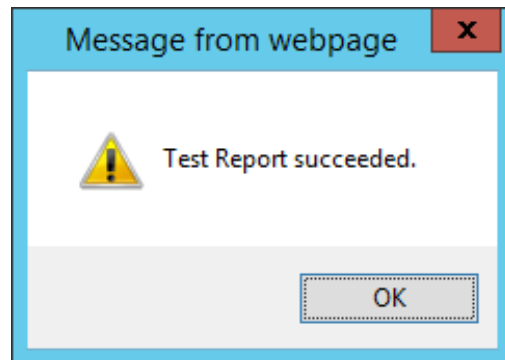
[HTTPS]

The screenshot shows the NEC ESMPRO Manager Ver. 6.0 interface. The browser address bar displays 'http://localhost:21112/esmpro/pages/commons/top.jsp'. The user is logged in as 'Administrator'. The left sidebar shows a tree view with 'root' and 'Default'. The main content area is titled 'Environment' and contains a tabbed interface with 'Express Report Service (MG)' selected. The sub-tab is 'Alert Generating System'. The form includes the following fields:

Item Name	Setup Value
Select Report sending method	☐ Internet-Mail ☐ Dial-up ☒ HTTPS
☒ Suppress Alerts	
Suppress Time Interval [required]	60 minutes
Base Setting	
Destination	Browse...
Proxy Server Setting	☒ Do not Use Proxy Server ☐ Use Proxy Server
Address	
Port	0

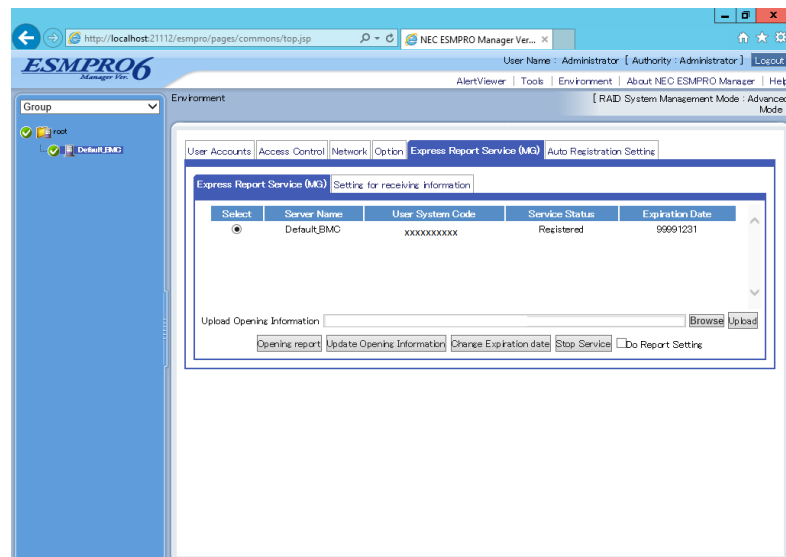
Buttons at the bottom: Test Connection 1st, Test Connection 2nd, Apply, Cancel.

10. Click [Test Report].



11. Click [Apply].

Opening report successfully, following windows is displayed.

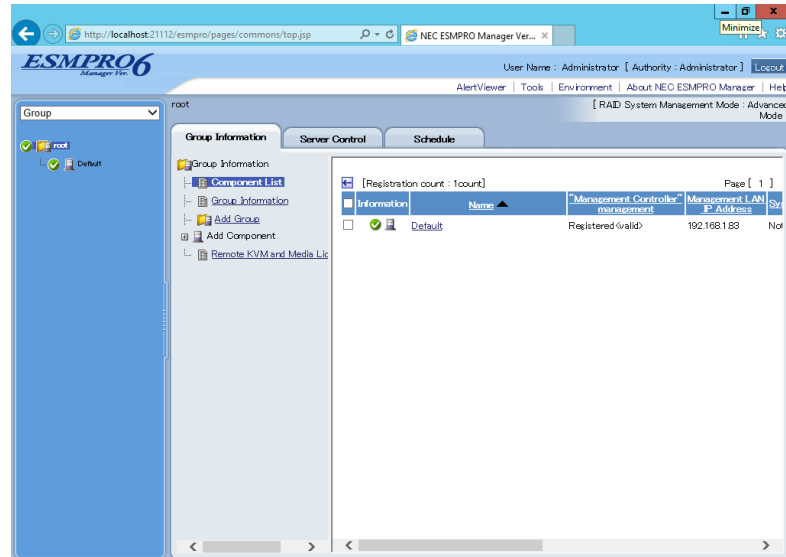


12. Close NEC ESMPRO Manager.

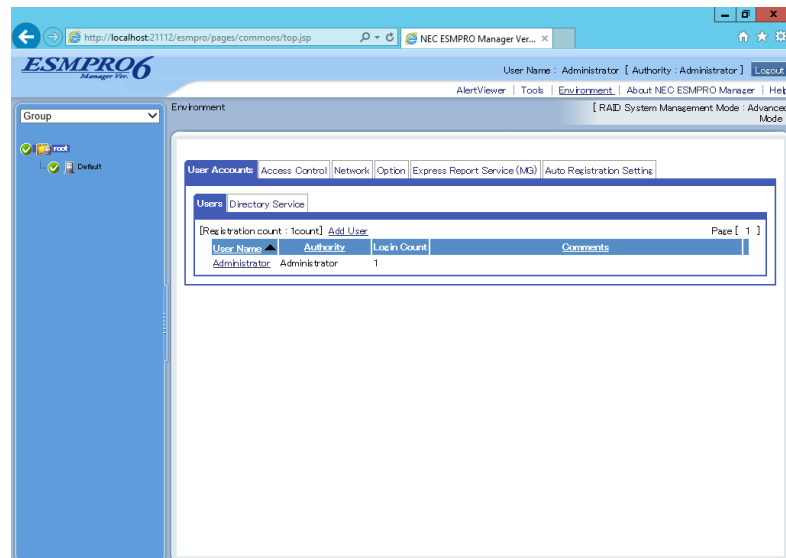
2.2.2 To Stop service

To disable Express Report Service (MG), stop service.

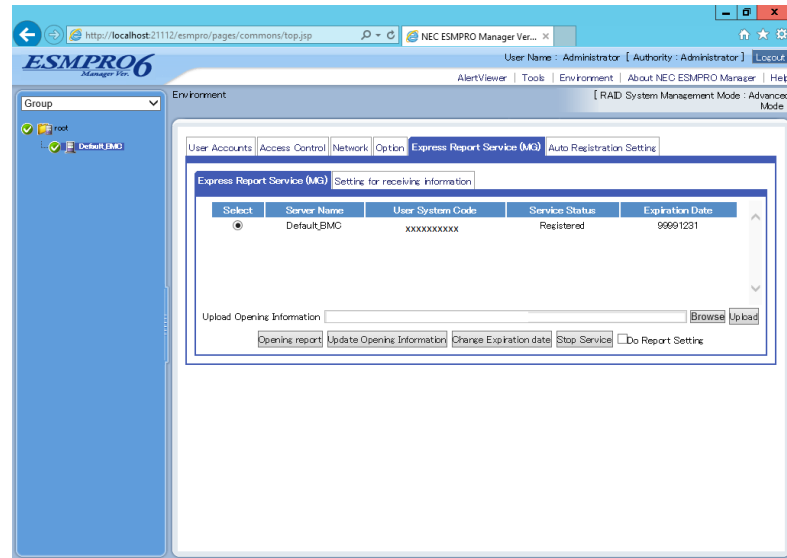
1. Sign-in (Log on) to NEC ESMPRO Manager.



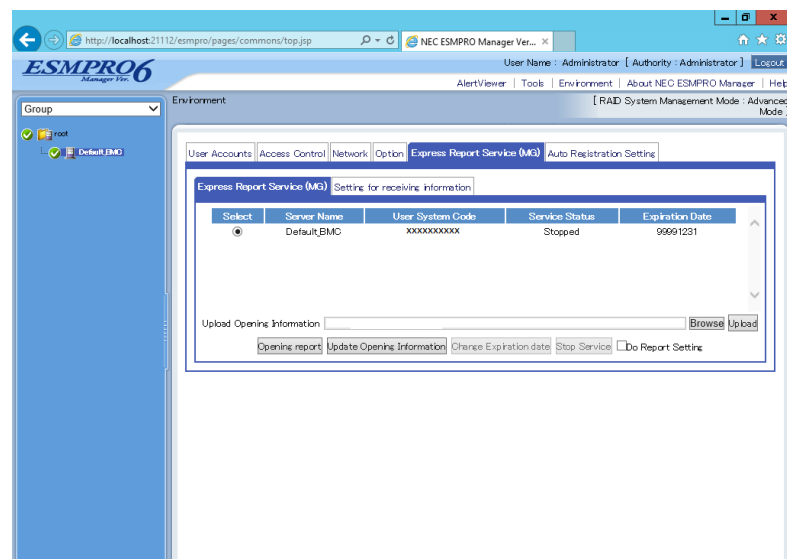
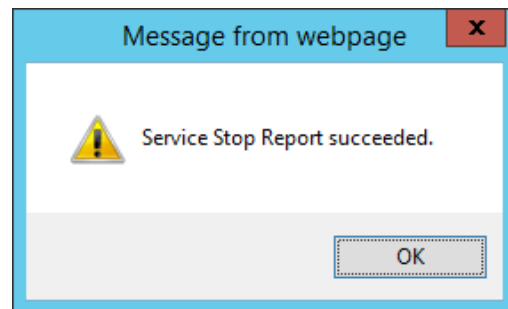
2. Click [Environment].



3. Click [Express Report Service (MG)].



4. Click [Stop Service]

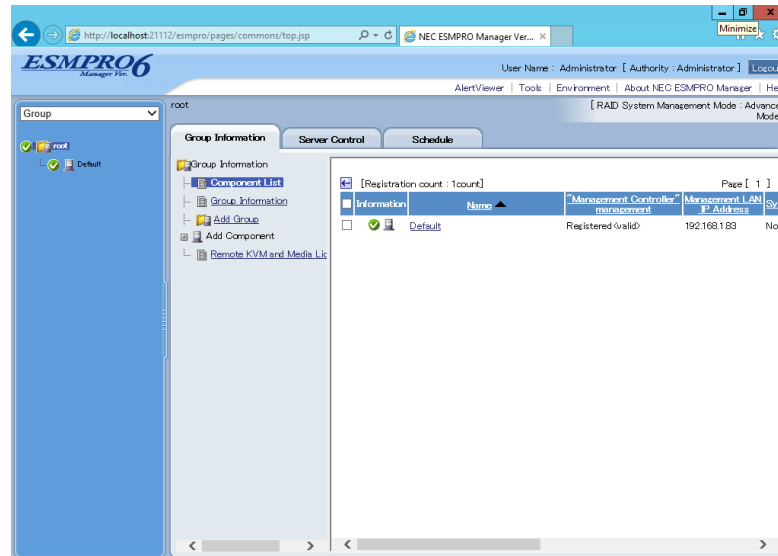


5. Close NEC ESM PRO Manager.

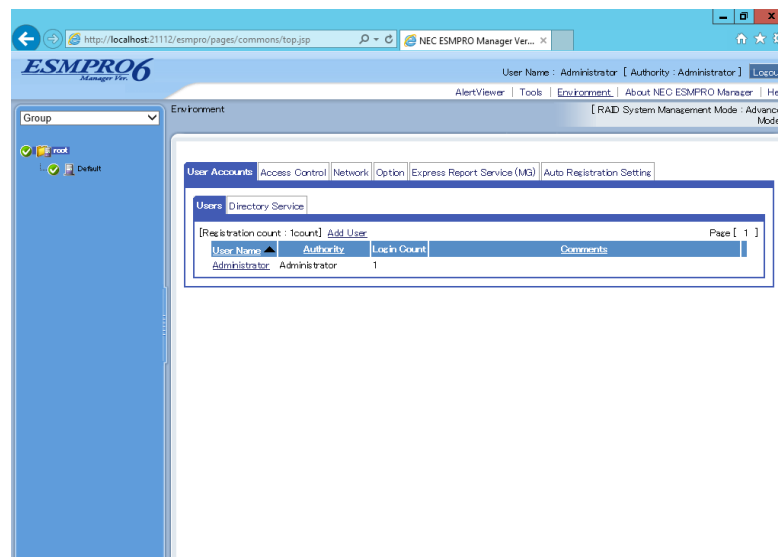
2.2.3 Change of expiration data

When term of Express Report Service (MG) expired, change expiration date, and to do that, an extension of Express Report Service (MG) contract is required.

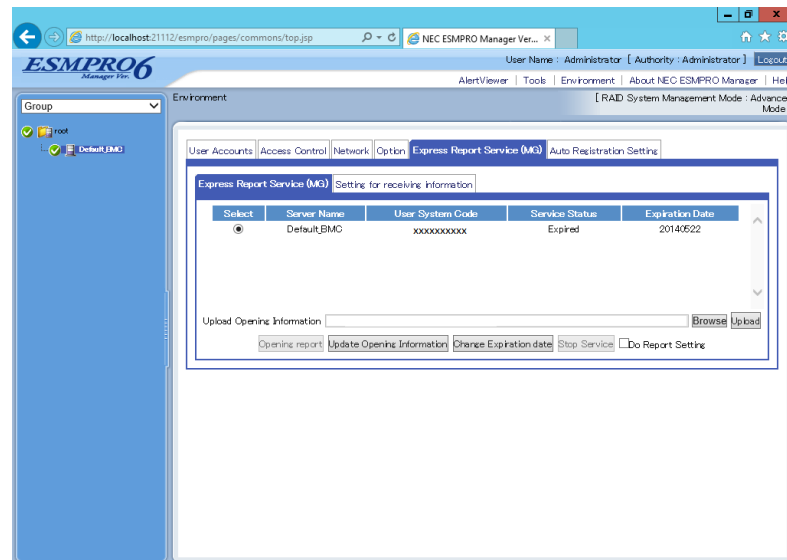
1. Sign-in (Log on) to NEC ESMPRO Manager.



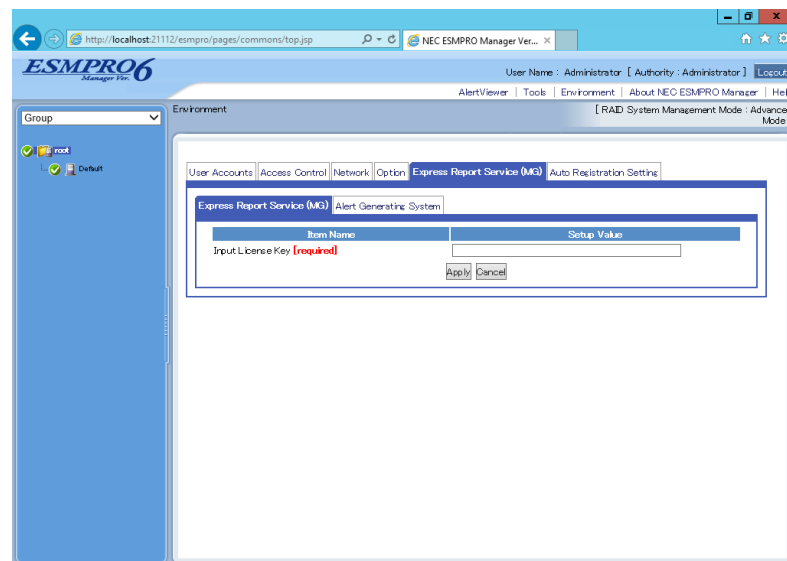
2. Click [Environment].



3. Click [Express Report Service (MG)].



4. Click [Change Expiration data].



License Key is available by extension of Express Report Service contract.

5. Click [Apply].
6. Close NEC ESMPro Manager.

2.2.4 Setting for receiving information

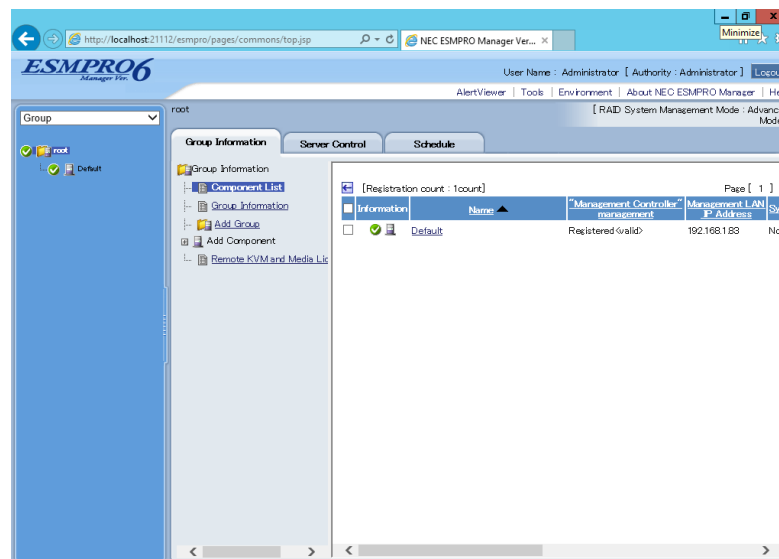
In regard to receiving information, follow setting procedure below described.

- 1) Start [Setting for receiving information] tool
- 2) Entry operation
- 3) Delete operation
- 4) Close

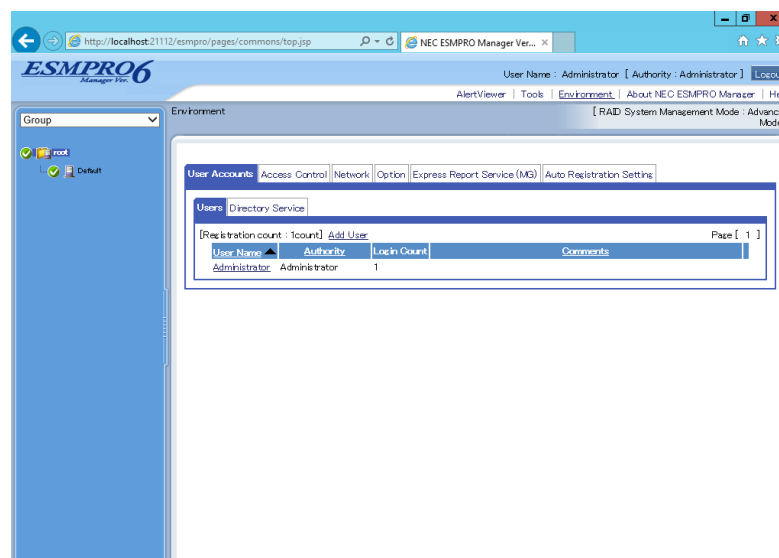
◆ Start [Setting for receiving information] tool

To start [Setting for receiving information] tool, refer to following procedure.

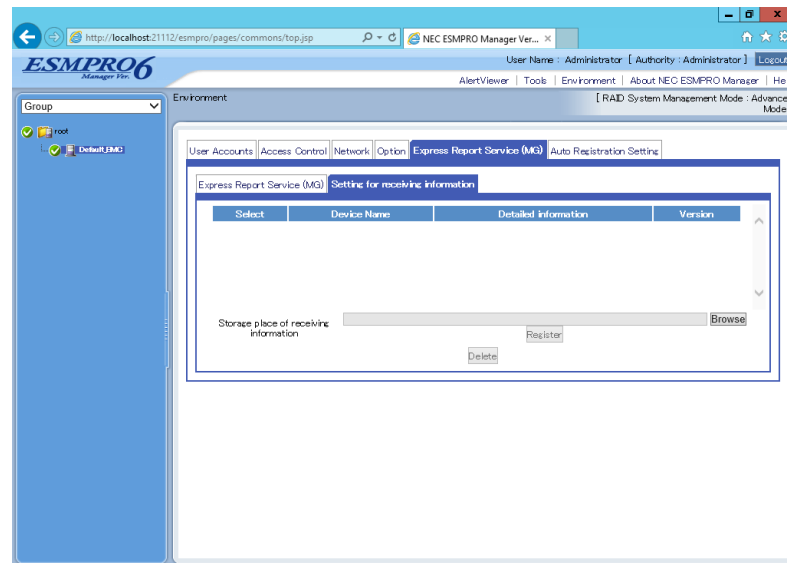
1. Sign-in (Log on) to NEC ESMPRO Manager.



2. Click [Environment].



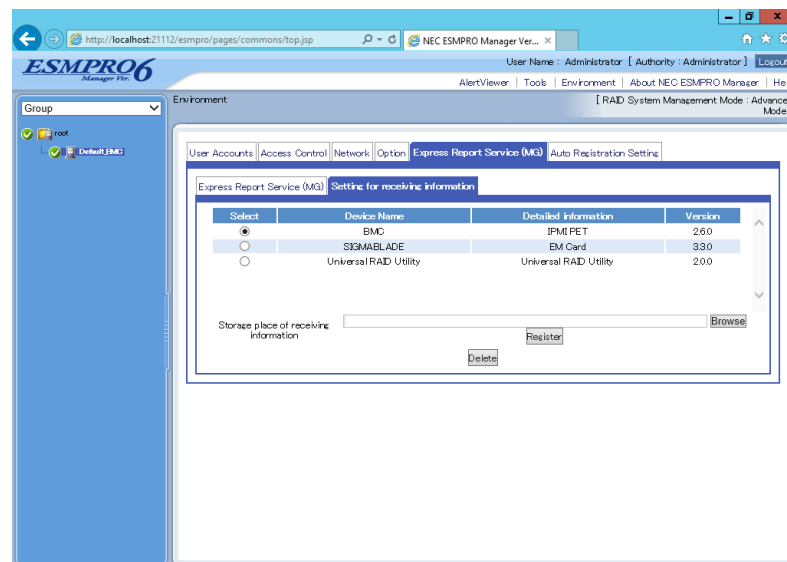
- Click [Express Report Service (MG)]-[Alert Generating System].



- Select receiving information in an appropriate drive, and enter a drive name in "Location ", then click [Browse].

◆ Entry operation

Click [Register]. When registration is completed, window display changes as below.



◆ Delete operation

Select receiving information and click [Delete] to remove it.

◆ Close

Close NEC ESMPRO Manager.

Uninstallation

This chapter explains uninstallation of Express Report Service (MG).

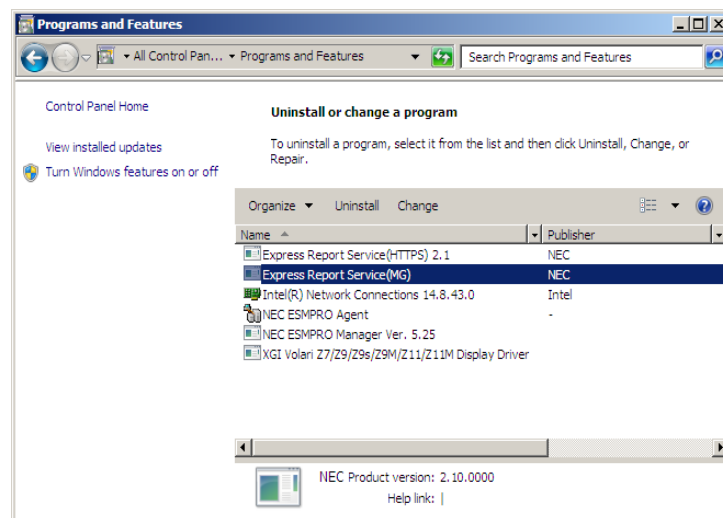
1. Uninstallation

Describes about uninstallation procedure of Express Report Service (MG).

1. Uninstallation

Start uninstallation after system starts completely. If uninstallation is conducted right after system startup, it may fail. Wait for a while and retry if error message appears.

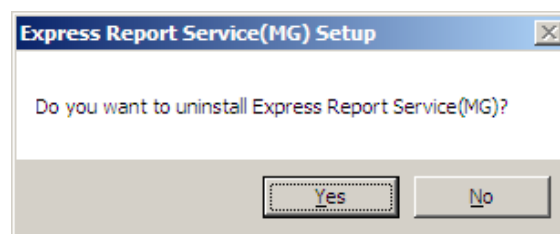
1. Sign-in (Log on) to the system with the built-in administrator, which has administrative privileges.
2. Select [Program] from Start menu, and then select [Setting] - [Control Panel].



3. Select [Express Report Service (MG)] and click [Uninstall/Change] (or [Change/Remove]).

Following window is displayed.

4. Click [Yes].



5. After uninstall window is displayed, click [OK].

The uninstallation completed. Restart of OS is required.

Express Report Service (MG)

4

Appendix

1. Definition file

When Express Report Service (MG) is used, definition file is being explained.

2. Note

Describes about note when using Express Report Service (MG).

1. Definition file

When selected "HTTPS " as a report method, this procedure must be followed.

◆ destination definition file (AMHTPADR.INF)

AMHTPADR.INF is a file that defines report destination of HTTPS Report Method.

Before performing "Load Destination", be stored in the specified folder.

%EsmDir%\AlertMan\Work\WebReprt or %ESMPRO%\AlertMan\Work\WebReprt

Ex : C:\ESM\AlertMan\Work\WebReprt

C:\Program Files\ESMPRO\AlertMan\Work\WebReprt

The contents of a setting are as follows.

[URL1] Section name

URL= Indicate a primary report place with alphanumeric character of less than 500 characters, and a sign. Be sure to indicate.

[URL2] Section name (A statement is unnecessary when not setting up.)

URL= Indicate. Secondary report place, a statement is unnecessary when not setting up.

Following is an example of a setup.

Indicate destination with alphanumeric character of less than 500 characters, and a sign in the part following "URL=."

Ex :

[URL1]

URL=https://13.13.13.133/Scripts/trsRecvAlert.cgi

[URL2]

URL=https://13.13.13.155:8443/cgi-bin/trsRecvAlert.cgi

◆ HTTPS report definition file; Log-gathering/Log report function

Concerning log information reported in conjunction with failure information, specify it in accordance with the following conditions.

<Path: %ESMPRO%\¥AlertMan¥Work¥WMGReprt>

<File Name: MGHTPLOG>

[Configuration]

- TimeOut=xxxx - Specifies a time out period (sec).
- MaxSize=0 - Specifies an attachable maximal log size (KB).
When "0" is given, unlimitedly possible.

[DefaultTools]

- Command="c:¥xxx¥xxx¥xxx.bat" - Used for events in which a command is undefined.
- LogFile="¥xxx¥xx¥xxx.log" - Log file name or folder.
- Directory="c:¥xxx¥xxx" - Directory where the command is executed.
- IPadr=YES or NO - IP address argument entry for the server in which failure occurred.

[NoneTrouble]

- Specifies sources of exempt command execution/event ID.

- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- SourceName02=xxxxxxx
- EventID02=xxxxx,xxxxxx,xxxxx

[Tool001]

- *Specifies sources/event ID for command execution.
- Command is registerable from "Tool001~Tool999".

- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- Command="c:¥xxx¥xxx¥xxx.bat"
- LogFile="c:¥xxx¥xxx¥xxx.log"
- Directory="c:¥xxx¥xxx"
- IPadr=YES or NO

[Tool002]

- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- Command="c:¥xxx¥xxx¥xxx.bat"
- LogFile="c:¥xxx¥xxx¥xxx.log"
- Directory="c:¥xxx¥xxx"
- IPadr=YES or NO

1. In [Configuration] section, specify parameters.
 - In "Timeout ", specify number of seconds to stop collecting failure information.
 - In "MaxSize ", specify maximal size of collecting failure information log (count by KB).
 - In the case of 0, "Timeout", "MaxSize" is unlimited.
2. In [DefaultTools] section, specify log information for the case of not specifying individual log commands.
 - In "Command ", specify the absolute path of log command.
 - In "Directory ", specify the absolute path where the log-gathering command is executed.
 - In "LogFile ", specify the absolute path. When a folder is specified, the files under it (includes subfolders) are collected.
 - In "IPadr ", when IP address of the server in which failure occurred is passed to commands as parameters, select [Yes]. When IP address is not passed, specify "NO" or do not enter IPadr.
3. In [NoneTrouble] section, specify events that are not the targets for log-gathering.
 - Specify the events as "SourceNameXX", "EventIDXX" ("XX" is any of the sequence number from "01 to 99").
 - In "SourceNameXX" specify the source name of the target. When "*" is given, all source name are specified.
 - In "EventIDXX", specify the target event ID.
 - Specify the event ID, all 32 bytes events, in hexadecimal beginning with "0x". Multiple event IDs can be given, separated by ", ". When "*" is given, all event IDs are specified.

4. In [ToolYYY] section (YYY is any of the sequence number from "001 to 999"), specify individual log command.

- In "Command", specify the absolute path of log command.
- In "Directory", specify the absolute path where the log-gathering command is executed.
- In "LogFile", specify the absolute path.
- When a folder is specified, the all files under it (includes subfolders) are collected. Specify the events as "SourceNameXX", "EventIDXX" ("XX" is any of the sequence number from "01 to 99").
- In "SourceNameXX", specify the source name of the target. When "*" is given, all source name are specified.
- In "EventIDXX", specify the target event ID. Specify the event ID, all 32 bytes events, in hexadecimal beginning with "0x". Multiple event IDs can be given, separated by ",". When "*" is given, all event IDs are specified.
- In "IPadr", when IP address of the server in which failure occurred is passed to commands as parameters, select [Yes]. When IP address is not passed, specify "NO" or do not enter IPadr.

* Concerning the event that corresponds with multiple [ToolYYY], all collecting commands are executed. In this case, Timeout is applied to the session until after all command execution is completed. Each collection command is not applicable.

* When no command is written in [DefaultTools] section, log-gathering is executed concerning only the event defined in [ToolYYY].

* Even if "*" is defined in [NoneTrouble] section, log collection of [ToolYYY] section log is executed concerning the event written in [ToolYYY] section.

2. Note

◆ Uninstalling NEC ESMPRO Manager

Express Report Service (MG) must be uninstalled prior to uninstalling of NEC ESMPRO Manager.

◆ Port where connect a modem

In reference to usage of a modem in a device with no COM port, contact to Support Center.

◆ Ports used in Express Report Service (MG)

Usage of security software with firewall functions may block reports of Express Report Service (MG).

The followings are the programs that Express Report Service (MG) uses when sending alerts.

Therefore, make sure to exclude them from block target of security software.

- AMSADM.EXE
- AMVMAIN.EXE

In addition, following ports are used:

- 25 (SMTP) When Report via Internet mail is applied.
- 110 (POP3) When Authentication is set for sending report by E-mail.

◆ When you change the report method

When you change the report method from "via Internet mail " or "via Dial-up" to "Via HTTPS", or from "via HTTPS" to "via Internet mail" or "via Dial-up", you should do "reopening". Follow the instruction described in the section "Chapter2. 2.Opening Tool". When you change the report method from "via Internet mail" to "via Dial-up", you do not need to do "reopening", and vice versa.

◆ Display of Report Settings

When installed on the same machine NEC ESMPRO Manager and NEC ESMPRO ServerAgentService, [Report Settings] will be displayed only to the [Start] menu on NEC ESMPRO Manager.

◆ IP address is changed after Open

When you change IP address set up as a property of a server icon on the operation window of NEC ESMPRO Manager. (Not an IP address displayed on interface property.)

1. Opening Tool is close.
2. Edit EXPIpU.INI and EXPOinf.ini of %WorkDir%\AMWORK\EXP subordinate (*).

Ex : IP address of ServerA is "10.0.0.1."

[10.0.0.1] portions in EXPIpU.INI A note of the portion of ZZZZZZZZZZ is made.

Delete all the portions of [10.0.0.1].

(ZZZZZZZZZZ changes with Opening Key File)

-----From here-----

[10.0.0.1]

UserSystemCode=ZZZZZZZZZZ

Server=ServerA

-----So far-----

Delete all the portions of [ZZZZZZZZZZ] in EXPOinf.ini.

(XXXX changes with Opening Key File)

-----From here-----

[ZZZZZZZZZZ]

KAISHAKBN=XXXX

TOKUINMA=XXXX

TOKUINMN=XXXX

:

:

-----So far-----

3. Express Report Service (MG) Opening Tool starts.
4. Carry out Open after reading Opening Key File to "ServerA".

(*) Refer to the following registry data %WorkDir%.

Key: HKEY_LOCAL_MACHINE\SOFTWARE\NEC\NVBASE

- x64 Edition:

(HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NEC\NVBASE)

Name: WorkDir

Type: REG_SZ

NEC Express Server

Express Report Service (MG)
Installation Guide (Windows)

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